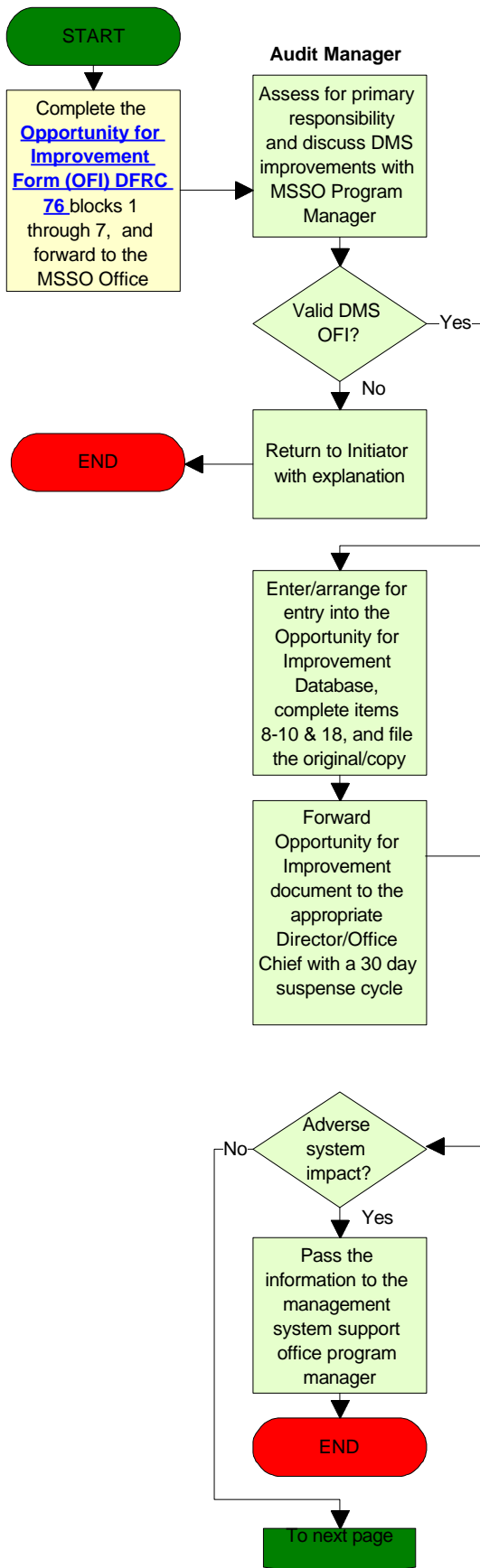


Initiator (See Note 1)

MANAGEMENT SYSTEM PREVENTIVE ACTION AND OPPORTUNITY FOR IMPROVEMENT

Dryden Flight Research Center
DCP-X-003
Revision: E



Objectives:

- to ensure that customer comments are addressed quickly
- to ensure that management system improvements are taken
- to implement an escalation system when action is required
- to monitor changes to the management system to prevent adverse effects
- to promote a user friendly system to improve the DFRC Management System (DMS)
- to avoid similar problems being worked in multiple directorates or offices
- provide input to Management Review for possible Preventive Action
- to implement an escalation system when corrective actions not taken

Electronically Approved By:
Associate Director

Reference:

Preventive Action

-Action taken to eliminate the causes of a potential nonconformity in order to prevent occurrence

Opportunity for Improvement

-Action taken to improve the management system through employee ideas and external customer comments

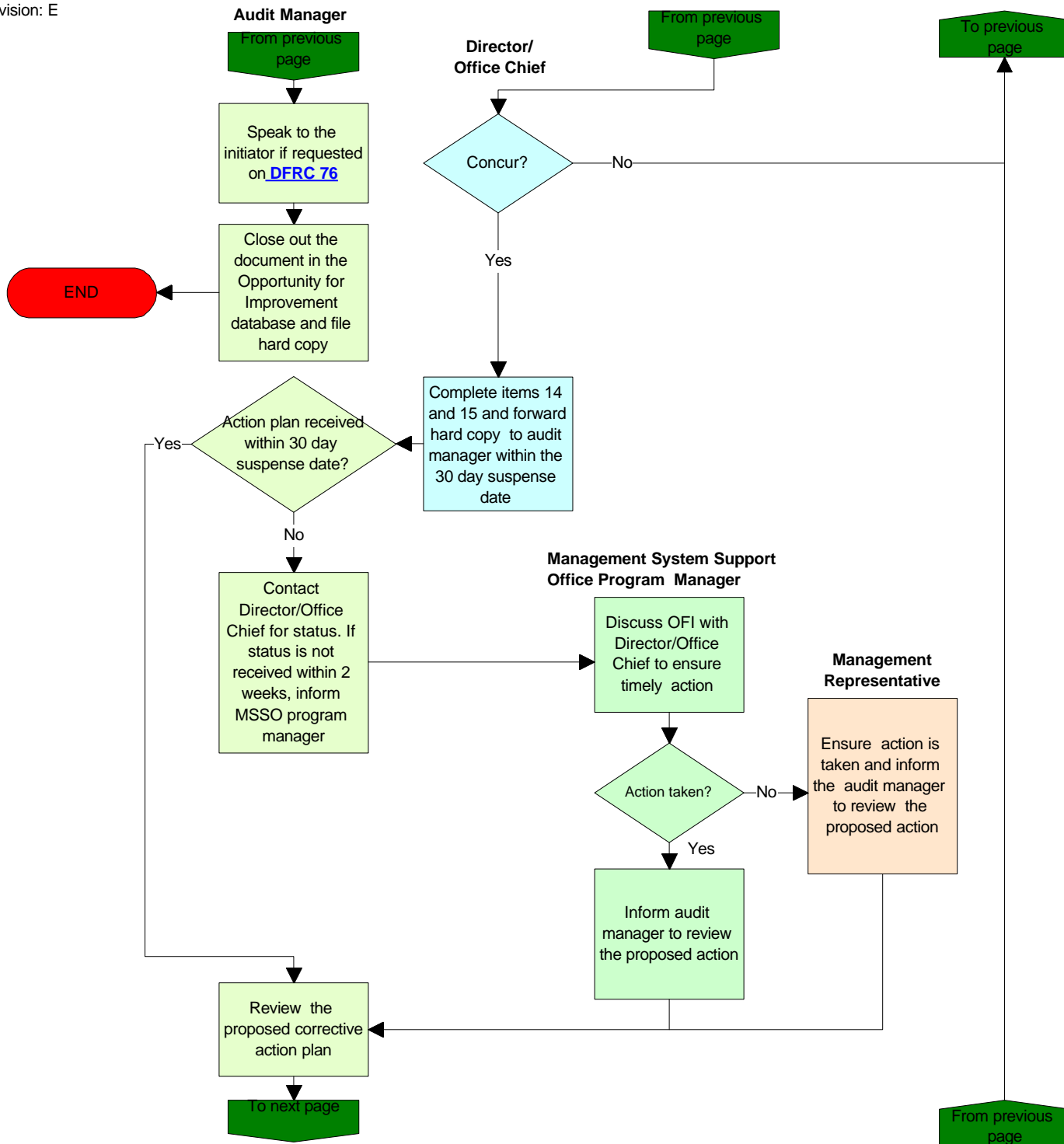
Note 1:

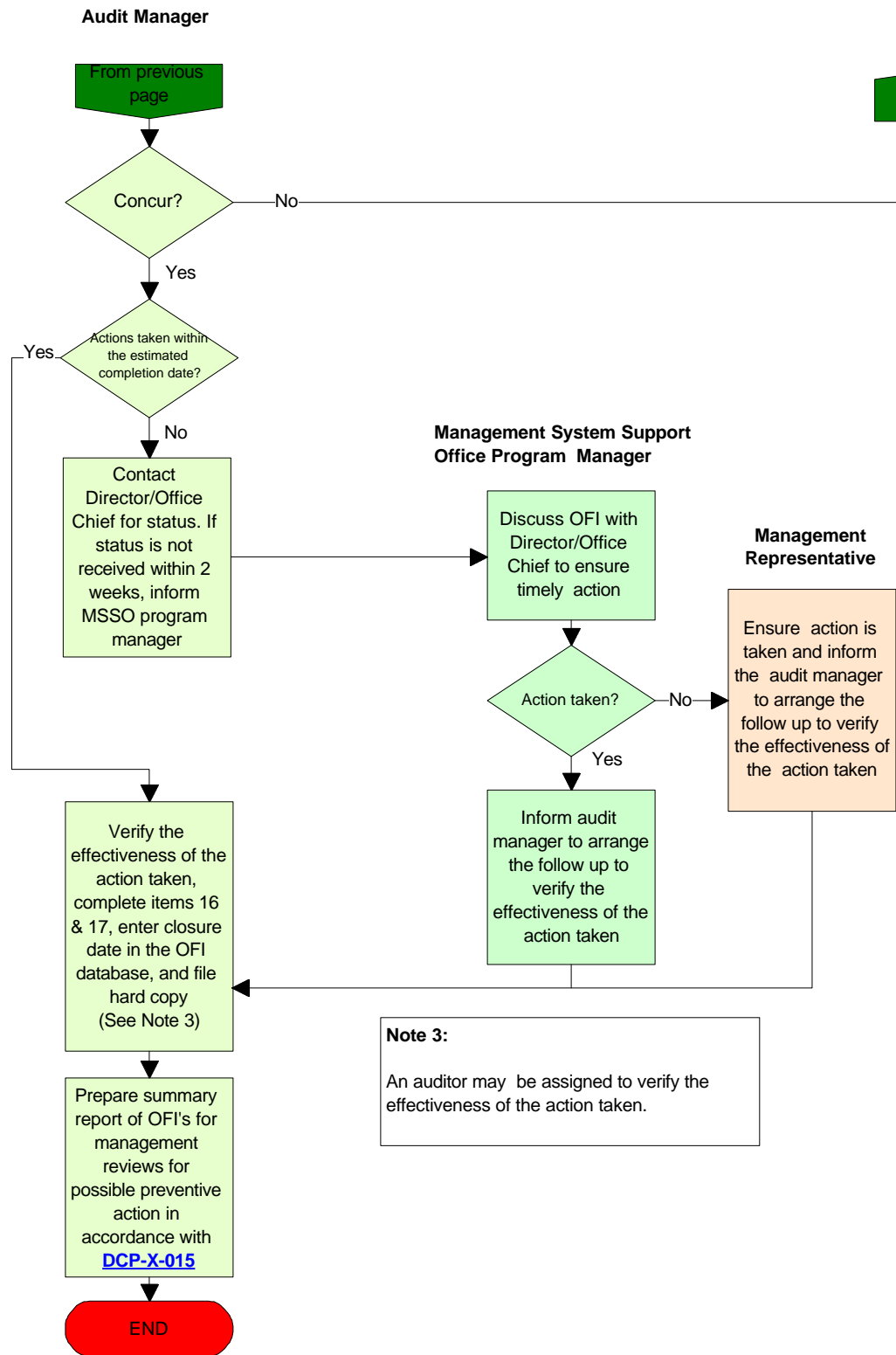
- Any manager at DFRC in receipt of a customer comment/ concern
- Any employee as a result of analysis of operation, documentation, data and records
- Management Representative as a result of management review process per [DCP-X-015](#)
- Audit Manager as a result of audit trend analysis

CHECK THE MASTER LIST at

<http://xnet.dfrc.nasa.gov/iso9000/>

VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE
PRINTED DOCUMENTS ARE FOR REFERENCE ONLY





DOCUMENT HISTORY PAGE

This page is for informational purposes and does not need to be retained with the document.

<u>DATE APPROVED</u>	<u>ISSUE</u>	<u>PAGE</u>	<u>AMENDMENT DETAILS</u>
<u>12/3/98</u>	<u>Baseline</u>		
<u>2/9/99</u>	<u>Rev A</u>	<u>1</u>	<u>Modified signature block from "Approved" to "Electronically Approved by", changed title, modified Note 1 and added Note 2.</u>
<u>3/1/99</u>	<u>Rev B</u>	<u>All</u>	<u>Major modification made to the flow chart</u>
<u>4/20/99</u>	<u>Rev C</u>	<u>All</u>	<u>Major modification made to the flow chart</u>
<u>9/30/99</u>	<u>Rev D</u>	<u>All</u>	<u>Page 1: changed title; revised 2nd objective; modified "Initiator" block; modified blocks 1 & 4 and added blocks 2 & 3 of "Audit Manager"; modified blocks 2 & 3 of "Director/Office Chief"; and block 2 of "Assignee". Page 2: modified block 2 of "Director/Office Chief"; modified blocks 6 & 7 of "Audit Manager"; and changed title of "MSSO Office Chief" to "MSSO Program Manager".</u>
<u>See IDMS Document Master List</u>	<u>Rev E</u>	<u>All</u>	<u>Established escalation system instructions, defined preventive action per ISO 8402, changed "MSSO Project Manager" to "MSSO Program Manager" throughout flowchart, and added links.</u>